

eBulletin

December 2024

Hellos and Goodbyes

Healthwatch Staffordshire Manager

Many Congratulations to Baz on his new position as Support Staffordshire Head of Operations for North Staffordshire. He will be taking up this position full time from February 24th. He will be missed in the Staffordshire office, but we wish him all the best in his new role.

A Warm Welcome to Anna Mather our new Healthwatch manager who was recruited in December and started working with us in January shadowing Baz Tameez until he moves 'up North'. We would like to wish Anna every success in her new role and expect you will be hearing more from her in the future.



Volunteers

Welcome to Rebecca Harding, who will be involved in Outreach and Engagement work, and Michael Baker who will be assisting us with Enter and View Visits.

Enter and View Visits

In December Christine and Dave carried out an Enter and View visit at the Rosemary Lodge Residential Care Home near Lichfield. Read the [Rosemary Lodge Report here](#).

[The report on the follow-up visit to the Maternity Unit at the Royal Stoke Hospital](#) in October is also available to read on our website. This was a joint visit between Jackie and Chris from Healthwatch Staffordshire and Sophia from Healthwatch Stoke.

Deep Dive Updates

CLOSING SOON Hospital Discharge Survey

If you recently had a stay in hospital, then please complete our [hospital discharge](#) survey and tell us all about your experiences of the discharge process, good and bad. The survey will be open until February 9th 2025.

Admitted to Hospital?

If so, we would like you to tell us about your experience of leaving hospital to go home (hospital discharge).

Please share how you, or a loved one, found the discharge process to help us improve local services.

Take our survey now

healthwatch
Staffordshire

Admissions Avoidance Deep Dive

Team members continued with their research on this topic, speaking to various teams who work in this area. This included a meeting with Angie Costello and Laura Marklew, who told us all about Integrated Care Coordination for Urgent Care (ICC).

When and Where to Visit “The Cancer Bus”

We have been asked to include locations and dates where you can visit a new service “The Cancer Bus”. This service aims to improve access to cancer services, raise awareness of cancer symptoms, and provide vital information to support our communities

Day	Date	Town	Location
Monday	3 rd March	Lichfield	Market Square, WS13 6LH
Tuesday	4 th March	Burton Upon Trent	Octagon Centre, Orchard Street, DE14 3TN
Wednesday	5 th March	Burntwood	Morrisons, High Street, Chasetown, WS7 3XA
Thursday	6 th March	Tamworth	Asda, Ventura Road, B78 3HB
Friday	7 th March	Uttoxeter	Market Place ST14 8HF
Monday	17 th March	Codsall	Codsall Community Hub, Wolverhampton Road, WV8 1PX
Tuesday	18 th March	Hednesford	Tesco Superstore, Victoria Street, Hednesford, WS12 1BT
Wednesday	19 th March	Cannock	Market Place, Cannock, WS11 1EB
Friday	21 st March	Newcastle under Lyme	Guildhall, High Street ST5 1PW
Thursday	27 th March	Stafford	County Showground, Stafford, Weston Road, Stafford, ST18 0BD
Monday	31 st March	Port Vale	Port Vale Foundation Trust, Port Vale Football Club, Hamil Road, Stoke on Trent, ST6 1AW
Tuesday	1 st April	Longton	Tesco Extra, Baths Road, Longton, Stoke on Trent ST3 2JB
Wednesday	2 nd April	Hanley	Tesco Extra, Clough Street, Hanley, Stoke on Trent ST1 4LS
Friday	3 rd April	Fenton	Asda Fenton, Victoria Road, Berry Hill Road, Fenton, Stoke on Trent ST4 2HE
Thursday	4 th April	Leek	Morrisons, Newcastle Road, Leek ST13 5QB

Volunteers

In December there were 13 volunteers, plus 7 committee members, bringing the total to 20. Michael has completed training this month. Lynn has been reviewing materials related to virtual wards and Pearl has also been working on related tasks. Pam Smith attended the Wellbeing event in Cannock to support Christine.

December Feedback

Service Categories

Primary Care is top of the list of service categories (26), closely followed by Hospital Services (22) then Community Health Services (8), Social Care Services (6), Other (4) and Mental Health and Learning Disabilities (3).

In **Primary Care** the responses were about: GP services (20), Dentists (2), and Community Pharmacies (2).

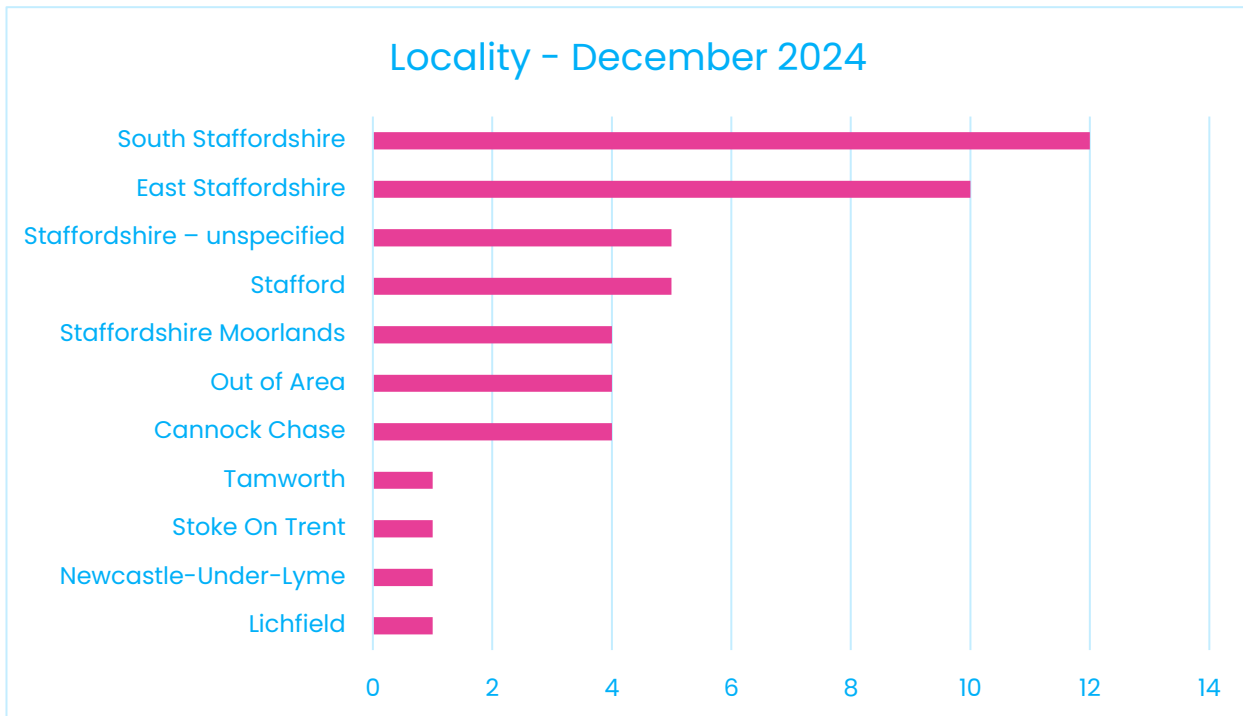
Under **Hospital Services** the responses covered Emergency Departments (6), Outpatients (6), Inpatient Care (3) Cancer Services (2) and Rheumatology (2).

Top Themes – December 2024	#
Access to services	21
Quality of treatment	11
Communication with patients treatment explanation / verbal advice	9
Person centred care	8
Staff attitudes and performance	7
Diagnosis	6
Medication, prescriptions and dispensing	6
Follow- on treatment and continuity of care	5
Remote appointments and digital services	4
Clinical decision	4
Consent, choice, user involvement and being listened to	4
Patient / resident safety	4

Figures show total times this theme was mentioned Cases may mention more than one theme.

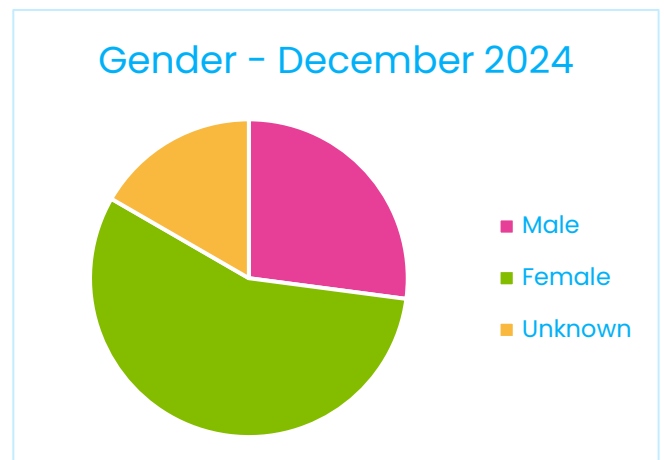
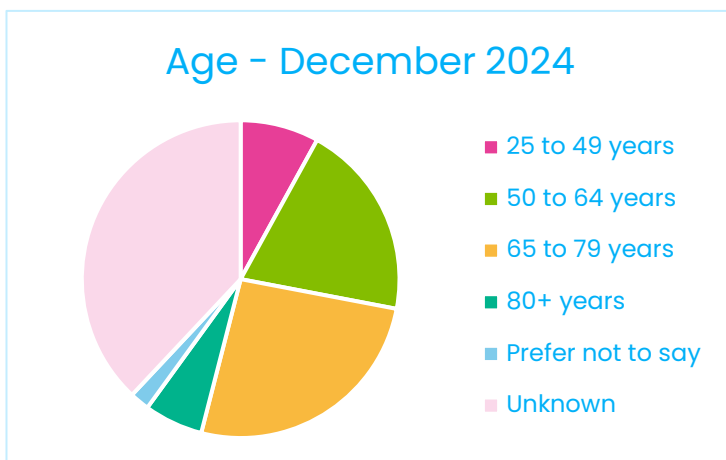
The feedback does NOT cover Enter & View Visits nor responses to Surveys (which will be analysed separately after they close).

Data was collected from across the County as follows:

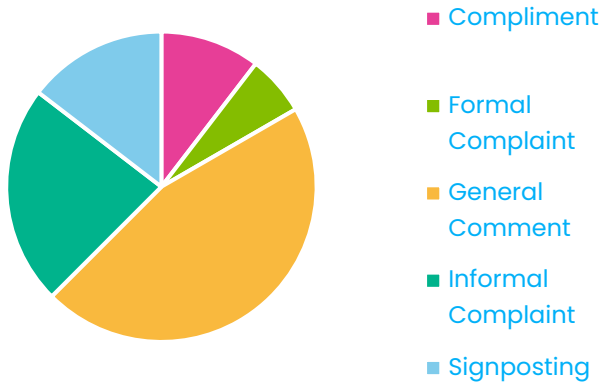


We reached 6 carers and 2 people who were geographically isolated. We spoke with 2 members of the LGBTIA+ community.

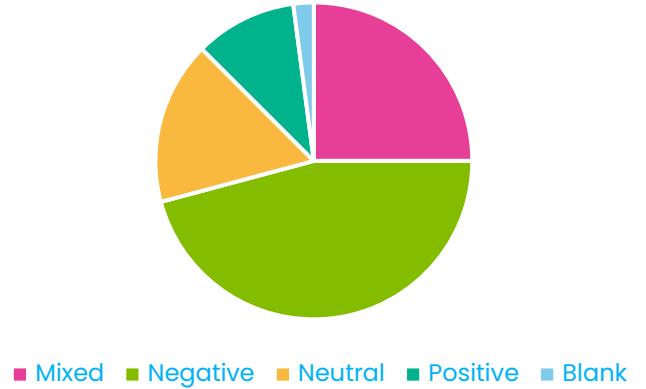
Long term conditions and disabilities included 11 unspecified conditions, 7 with cancer, 5 with dementia, 5 with physical or mobility impairment, 4 with learning disabilities, 3 with arthritis, 2 with sensory impairments (one visual impaired), 2 with Parkinson’s, 2 with Respiratory conditions. Others had cardiovascular problems, stroke, hypertension, a musculoskeletal condition, ADHD, blood clots and a mental health condition.



Type of Feedback December 2024



Sentiment of Feedback December 2024



Highlights from Local Engagement & Networking

Cannock Villages PCN Wellbeing Event

Christine attended this event with volunteer Pam Smith. Over the day there were about 400 visitors and Healthwatch engaged with at least 80 individuals. Pam spoke with about 25 stallholders, many of them voluntary groups local to Cannock. Topics discussed included budgeting, meal choices, and planning.

They heard about a new initiative focusing on processed foods and their associated health risks. Copies of the discharge survey were given out.



Local VCSE Forums in December

Emma went to VCSE Forums in Staffordshire Moorlands and Newcastle Under Lyme (with Baz).

Dave represented us in Tamworth and Lichfield and Jackie in Stafford.



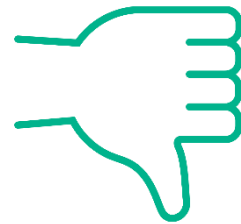
Cannock Versus Arthritis

Jackie visited this Arthritis group and spoke to fourteen members of the group about Healthwatch and some of the work we are doing. The feedback she got about Arthritis services was mainly about access to primary and secondary care.



Local Prison Visit

Christine and Jackie attended a health fair at a local prison and spoke to or gave leaflets or pens etc to 120 women. Most feedback from women was negative about healthcare, particularly getting medication and getting appointments with GP and secondary services.



Current Surveys

General Feedback

Our [online survey for general feedback on health and social care](#) will remain open indefinitely for everyone living in Staffordshire County Council's area.

Social Media

We posted about local health campaigns on: [Talking Therapies](#) in Staffordshire and Stoke on Trent with special advice for the festive season, [Home Care is Best Care](#) promoting the benefits of care at home as opposed to hospital, Winter Falls with a helpful [checklist of the risks associated with falls and what can be done to help prevent them](#), Lung Cancer and the [Targeted Lung Health Check](#), NHS [111 for Mental Health](#) as well as the national [Pharmacy First](#) campaign to encourage people to use pharmacies for minor ailments.

Events promoted included the Cannock Villages PCN Wellbeing Event and local VCSE forums we were attending.

We shared information on research from Hospice UK about [falls in hospice bed availability](#).



Lung health checks find lung cancer early, sometimes before you have symptoms.



Get in touch

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